

## WHAT IS CLAIMED IS:

1. A system for storing service needs of users comprising:

a repository for collecting component service capability listings of the users;

5 an interface for allowing updating of the component service capability listings;

a database for storing the repository and receiving component service solution requests from the users; and

10 a link for responding to component service solution requests using the collected component repair capability listings.

2. A system as claimed in claim 1 wherein said user comprises multiple users.

15 3. A system as claimed in claim 2 wherein the database is owned by an owner entity.

4. A system as claimed in claim 3 wherein the multiple users comprise users internal to the owner entity and users external to the owner entity.

20 5. A system configured for component hardware repair and disposition collaboration by internal users and external users, said system comprising:

a server configured with a database of component service needs and component service solutions, said server further configured with a user interface allowing a user to input information into the database for upload to said server including component service capabilities and component service needs, and allowing a user to download information from the database including service capabilities of a first user to a second user;

30 at least one computer; and

an interface between the at least one computer and the server.

6. A system as claimed in claim 5 wherein the component service needs are reviewed for potential engineering opportunities.

7. A system as claimed in claim 5 wherein access to said server is configured to be secured by user password.

8. A system as claimed in claim 5 wherein said user comprises multiple users.

9. A system as claimed in claim 8 wherein the database is owned by an owner entity.

10. A system as claimed in claim 9 wherein the multiple users comprise users internal to the owner entity and users external to the owner entity.

11. A system as claimed in claim 5 wherein the interface is provided by web pages that can be transmitted from the database to the user.

12. A system as claimed in claim 5 wherein the component service needs comprise repair needs.

13. A system as claimed in claim 5 wherein said server is configured to store and download text and digital images.

14. A method for allowing collaboration on component hardware repair and disposition by internal users and external users using a system which includes a server and at least one client system, the method comprising the steps of:

uploading component service needs of the user to the server;

downloading from the server, web pages configured to direct internal and external users to a database within the server, the database configured with component service capability information;

5           uploading user selections input into the web pages to the server; and

          downloading from the server component service capability information responsive to the component service needs.

10   15. A method as claimed in claim 14 further comprising the step of configuring the server to be secured by user password.

15   16. A method as claimed in claim 14 wherein the component service needs and component service capability information comprise component repair needs and component repair capability information.

20   17. A method as claimed in claim 14 further comprising the step of configuring the server to receive, categorize, and store user component service capabilities based on information provided by the internal and external users.

18. A method as claimed in claim 14 further comprising the step of configuring the server to receive, profile, track and store user component service needs.

25   19. A method as claimed in claim 14 further comprising the step of configuring the server to store and download text and digital images.